



State of California
Employment Training Panel

Arnold Schwarzenegger, Governor

March 17, 2008

Ms. Maria Madrigal Shaffer, Vice President Operations
Cancer Care Associates of Fresno Medical Group, Inc.
1971 East Fir Avenue
Fresno, CA 93720

Dear Ms. Shaffer:

RE: **FINAL MONITORING VISIT REPORT** for **Cancer Care Associates of Fresno Medical Group, Inc. – ET06-0307**

Date of the Visit:	March 11, 2008
Beginning/Ending Time:	11:00 am. – 11:45 a.m.
Date of Last Visit:	December 10, 2007
Visit Location:	1791 E. Fir Avenue, Fresno
Persons In Attendance:	Nita Edde-Jensen, Research Program Manager, Cancer Care Associates of Fresno; Derrick Okubo, Administrative Subcontractor, Strategy Workplace Communications; and Kay Summerfield, Program Analyst, Employment Training Panel (ETP)
Action Required:	NO

CONTRACT INFORMATION:

Term of Agreement:	05/08/06 – 05/07/08	Agreement Amount:	\$183,680
Training Start Date:	May 8, 2006	No. to Retain:	82
Date Training must be Completed:	Feb. 7, 2008	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	112

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ETP (04/15/05)

FINAL REPORT SUMMARY:

- ***HISTORY OF AGREEMENT CHANGES***

The Agreement was executed and training began on May 8, 2006. Ms. Jensen and Mr. Okubo reported that all training was completed by February 7, 2008, which ensured the 90-day retention period would be completed within the term of the Agreement.

ETP approved Revision 1 on November 14, 2006 to include Santa Clara County as a training location and increased the amount of Health Benefits to be added to a trainee's wages to meet the minimum hourly rate of \$11.83 in Shasta County and \$21.50 per hour for Alameda County from 48 cents to \$1.04 to \$1.48 per hour.

- ***INTERVIEW WITH THE Nita Edde-Jensen, Research Program Manager***

- What barriers, if any, did your company experience in implementing your ETP project?

Our barriers were mostly in-house. Staffing and budget are a huge issue in Oncology at this time. Due to these issues it was difficult to facilitate the "extra or supplemental" training that qualified for ETP reimbursement. It was very frustrating because there is so much potential to provide additional education and training, but no time!

- What problems, if any, did your company experience with ETP record keeping?

None, but our Administrative Subcontractor, Strategy Workplace Communications, handled all of the enrollments, record keeping, etc. for us. It would be nice if the On-line system did not allow us to enroll trainees who have been with the company less than 90-days. If the on-line system stopped the enrollment and advised you that the trainee needed to be certified prior to their enrollment, it would save a lot of time.

- What assistance could ETP have provided that would improve the process for future Contractors?

Our contact with ETP was minimal. It is a very simple process that didn't require much assistance. In retrospect, it would have been nice to have our Monitor here more often to review documents and to discuss what training was and was not allowed in the Agreement. We were very careful about only documenting supplemental training and if we had a guest speaker, we did not document this training.

- How did your company benefit from the ETP training?

Our staff received additional training that we would have been unable to provide without ETP's assistance. Our company, employees, and most of all our patients benefited from the training as we have a more knowledgeable workforce. We would all like to thank ETP for the training funds.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Enrolled:	81	Total Agreement Hours:	9,184
Dropped Following Enrollment:	19	Training Hours Recorded:	5,257
Completed Training:	62	Training Hours Potentially Reimbursable:	5,257
Completed Retention Period:	0	Completed Minimum Hours of Training:	62
In Retention Period:	62	Completed Maximum Hours of Training:	1

Mr. Okubo provided Ms. Summerfield with projected statistics for the closeout of the Agreement. According to your records you expect to retain a total of 62 trainees (76 percent of planned retentions) for a total reimbursement of \$105,140, (57 percent of the encumbered amount). Mr. Okubo stated that the closeout invoice will be submitted by June 7, 2008. This meets ETP's requirement of the final invoice being submitted within 30 days of the ending term date.

Ms. Jensen explained that the low earnings are due your moving your entire facility to a new building across town during the term of the Agreement. She had hoped to be able to provide more training once you were settled in your new facility. However, due to unexpected problems with the building, it was either provide training or provide your patients with excellent care. Of course, the patient's care came first. She was very diligent in separating what training was training that you traditionally provide your employees versus the supplemental training allowed by ETP. Due to a misunderstanding, no training was documented when there was a guest speaker present during a regular training class although there was always a Cancer Care instructor present. If these training had been counted, you would have earned a larger amount of the Agreement.

ATTENDANCE ROSTERS:

Ms. Summerfield reviewed 100 percent of the rosters for seven trainees. She also did a quick review of all of the rosters in the two binders. She found that when there were more than 20 trainees on a roster, there were always at least two trainer signatures. The multiple day rosters reviewed by Ms. Summerfield met Panel requirements for documenting this training. It is your responsibility to ensure that all training records are in compliance with Panel requirements for auditing purposes.

SUBAGREEMENTS:

Ms. Summerfield reviewed the two subagreements on file. She found that the Administrative Subagreement is for more than the 13 percent allowed by ETP. Mr. Okubo explained that Strategy Workforce Communications will not submit an invoice for their services until ETP has approved the final payment. Then they will submit an invoice for 13 percent of the amount earned. Should you earn the estimated \$105,140.00, you will be invoiced for an amount not to exceed \$13,668.20.

INVOICES:

Mr. Okubo has submitted ten Progress Payment 1 invoices. He plans to submit one Progress Payment 2 within the next week and the Final invoice will be submitted within 30 days of the ending term date of this Agreement.

AUDIT:

You will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit or "review". These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, **original** training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked during training
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or concerns regarding this report, please contact Kay Summerfield at 916-813-8386 or at ksummerfield@etp.ca.gov within ten days of receiving this letter.

Sincerely,



Ruby Cohen, Manager
Sacramento Regional Office



Kay Summerfield, Contract Analyst
Sacramento Regional Office

cc: Nita Eddy-Jensen, Research Program Manager (JensenN@ccaonc.com)
Derrick Okubo, Administrative Subcontractor (derrick@sfstrategy.com)

David Guzman, Director, Program Operations
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File